



fact sheet

NMCI Network Operations Center/San Diego

The San Diego Network Operations Center is one of two fleet concentration centers that will be the main hubs for the Navy Marine Corps Intranet (NMCI). It provides such critical services as network management and monitoring, help desk support, user administration, information assurance, as well as NIPRNET and SIPRNET access.

NMCI will integrate more than 360,000 desktops and disparate systems at more than 300 bases across the U.S. as well as sites in Puerto Rico, Iceland and Cuba into one cohesive network. It will give the Department of the Navy secure, universal access to voice, video and data communications, and pier-side connectivity to ships in port.

components

NETWORK OPERATIONS CENTER

Maintains a vigilant watch over the network. Continuous status reports on everything from event management to the weather help create maximum awareness. Representatives from the Information Strike Force monitor, assess and troubleshoot network issues.

GLOBAL HELP DESK CENTER

Ensures end-users remain productive and well cared for 24 hours a day. Everyday. Automated call distribution solution efficiently presents, handles, manages and measures incoming calls and e-mail to ensure the most prompt response to the customer. The ticketing system manages work orders, tracks computer configurations and software upgrades, and can help assess end-user training needs.

SECURITY OPERATIONS CENTER

Keeps information safe and secure. Experienced professionals manage firewall and virtual private network (VPN) systems, monitor and respond to intrusion and virus threats, and ensure policy compliance.

DATA CENTER

Processes and stores data for maximum speed and efficiency. High-speed storage network allows rapid information transfer and secure storage. Database can handle 1,000,000 transactions per month, including problem tickets, asset management details and change management requests. Redundant architecture virtually eliminates downtime.

CLASSIFIED DATA CENTER

Helps provide secure access on demand. Strict authentication protocols prevent unauthorized access.

TRAINING CENTER

First class facilities take learning to the next level. Overlapping shifts permit ongoing training and exchange of helpful tips. Equipment and applications can be configured daily for presentation of diverse, hands-on training.

features

24x7x365 technical help desk support

NIPRNET and SIPRNET access

Secure access on demand

Clustered servers

Electronic software distribution

Event Management Reporting System

Continuous network management and monitoring

High-speed storage area network

N+1 Redundancy

Entry-level to advanced levels of technical training

Remedy and Oracle databases

Legacy application certification

benefits and advantages

ENHANCED LINES OF COMMUNICATION

Greater interoperability with CINCs, other service branches and IT-21.

IMPROVED QUALITY OF SERVICE

Customer friendly personnel equipped with state-of-the-art applications enable maximum responsiveness and minimal downtime.

REACHBACK CAPABILITY

Deployed personnel can communicate with experts and databases anywhere in the world. Anytime.

GREATER INFORMATION ASSURANCE

Stringent access requirements and leading-edge technology provide greater level of security.

INCREASED KNOWLEDGE MANAGEMENT

Consolidated knowledge base transforms raw data into useful intelligence.

INCREASED PRODUCTIVITY

Outsourcing IT needs reduces cost of maintaining local staff, upgrading hardware and applications, as well as installing and managing the network infrastructure.

about the NMCI Information Strike Force

Led by EDS, the Information Strike Force unites industry leaders with unduplicated expertise and experience: EDS for seamless service and reliability; WorldCom for fully redundant broadband network connectivity; Raytheon for uncompromising security; companies like Cisco, WAM!NET, Microsoft, Dell, Dolch and Dateline for proven products and services; plus support from scores of small businesses.

For more information:

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